

Dispatch to Response Time, Priorities Alpha & Omega Emergency Medical Services

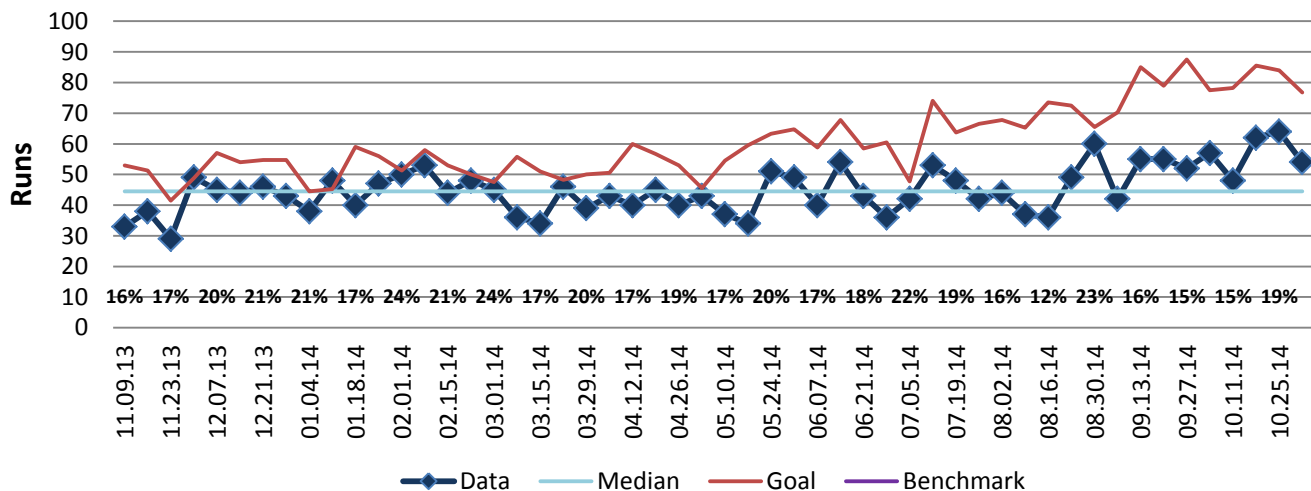


KPI Owner: Major Mike Tully

Process: Emergency Response

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: TBD		Data Source: CAD	Plan-Do-Check-Act Step 2: Validate problem: baseline, benchmark, & goal		
Goal: Less than 90 seconds at least 75% of the time		Goal Source: LMEMS	Measurement Method: Count of times from receiving dispatch to response for priority code Alpha/Omega incidents that exceed 90 seconds		
Benchmark: TBD		Benchmark Source:	Why Measure: To understand system capability & customer expectations		
			Next Improvement Step: Work with OPI and other public safety agencies to develop metric covering the entire call to response process.		
How Are We Doing?					
11.03.13-11.01.14 12	11.03.13-11.01.14 12		10.26.14-11.01.14	10.26.14-11.01.14	
Month Goal	Month Actual		Goal	Actual	
3,158	2,350		77	54	
Runs	Runs		Runs	Runs	

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Root cause analysis is not necessary because there is no gap between the goal and current performance.